Senstar Integration Module

Administrator's Guide

IndigoVision

Preface

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1 ABOUT THIS GUIDE

This guide is provided for system administrators integrating Senstar Network Manager with IndigoVision IP Video and Alarm Management systems.

References

The following documents are referenced in this document. The paths are to the default locations where the documents can be found.

1. IndigoVision NVR Maintenance Guide
   Start menu>IndigoVision>NVR>Maintenance Guide (located on the NVR)
2. Control Center Help
   Start menu>IndigoVision>Control Center>Control Center Help (located on the Control Center server)
3. Integration Modules
   http://www.indigovision.com/extranet_files_new/extranet_leading_integration.php

Conventions used

This guide uses the following formats for safety notices:

Note *Additional information relating to the current section.*

Caution *Potential hazard that could seriously impair operation.*

Warning *Potential hazard that could damage the product or impair network function.*

2 OVERVIEW

The Senstar Integration Module allows events from a Senstar Network Manager to be integrated with IndigoVision's IP Video and Alarm Management system. This document explains how to install and configure the Senstar Integration Module.

Compatibility

The Senstar Integration Module is compatible with Senstar Network Managers that support v1.01 of the Network Manager Interface. This includes Sennet, Silver and Crossfire Network Managers

USB License Dongle

The Senstar Integration Module is a licensed product. A correctly licensed USB dongle should be present on the host PC running the Senstar Integration Module.

***Note**: The Senstar Integration Module should not be run on the same PC as any other dongle-licensed IndigoVision software.*

3 INSTALLATION

To install the Senstar Integration Module:

1. Insert the product CD.
   ► *See References on page 5*
2. Run the setup.exe file and follow the on-screen instructions. The Senstar Integration Module is installed by default to:

   C:\Program Files\IndigoVision\Integration\Senstar
3. Specify the system configuration settings in the system configuration file (System.conf). You must define the IP address of the Alarm Server (NVR).

   Save and close the file when finished. Edit the.
4. Configure the Senstar events, for example, zone alarms or input points, to send to the IndigoVision Alarm Server in the events configuration file (ToIv.conf).
5. Insert the USB license key once the installation is completed.

Start the IndigoVision Senstar Integration Module service from the Service Control Manager (Services) in the Administrative Tools in Control Panel.

4 CONFIGURATION

The Integration Module may be configured at any time by editing the following plain text files that can be accessed from the program group shortcuts:

- system configuration file
- events configuration file

Note: The Integration Module service must manually be restarted for configuration file changes to have effect.

System Configuration (System.conf)

The system configuration file provides the Integration Module with system information such as the IP address of the Senstar Network Manager and the IP Address of the IndigoVision Alarm Server (NVR). To access this file ('system.conf'), use the Windows Start menu:

All Programs >IndigoVision >Senstar Integration Module >Edit System Configuration File.

The various sections and properties of the system configuration file are explained below.

[AlarmServer]

IP – (mandatory) The IP address of the IndigoVision Alarm Server (NVR) to which events/alarms will be forwarded.

[Senstar]

PrimaryIP – The primary Senstar Network Manager host IP address. Leave this property undefined if the Integration Module is running on the same machine as the Senstar Network Manager.

RedundantIP – The alternate Senstar Network Manager host IP address. Leave this property undefined if no redundant Network Manager has been deployed.

Unit Id - The Unit Id of the Senstar Network Manager. If undefined, a default Unit Id of '1' will be assumed.

[SystemEvents]

System events are optional notifications that you can configure the Integration Module to send to notify a Control Center operator of a problem with either the Integration Module or the Network Manager.

BMOffline –An event with this number will be sent to the Alarm Server whenever the Integration Module stops.

An alarm source with this number must also be configured in Control Center (on an external system with the IP Address of the Senstar Integration Module host) in order to notify an operator.

BMOnline – An event with this number will be sent to the Alarm Server whenever the Integration Module starts.

An alarm source with this number must also be configured in Control Center (on an external system with the IP Address of the Senstar Integration Module host) in order to notify an operator.

3rdPartyOffline – An event with this number will be sent to the NVR/Alarm Server whenever the Senstar Network Manager goes offline.

3rdPartyOnline – An event with this number will be sent to the NVR/Alarm Server whenever the Senstar Network Manager connection is restored.

[Log]

Level – Controls the amount of information written to the log. Set this property to 'err' to only log error information, to 'info' (the default) to log all alarms and error information or to 'debug' to log all available information.

Event Configuration (ToIv.conf)

This is a plain-text, comma-separated value (csv) file that maps alarms or events from the Senstar Network Manager to Alarm Sources in Control Center.

***Note**: The alarm sources (and alarm description text) configured in this file can be imported into a Control Center site database using the ImportAlarmSources tool located in the Utilities folder of the IndigoVision product CD. Refer to the product CD for more information.*

To access the configuration file, use the Windows Start menu:

> ***All Programs >IndigoVision >Senstar Integration Module >Edit Event Configuration File***

Format

Each alarm mapping consists of an event number (a Control Center external system input number) between 1 and 32767, and a Senstar alarm source identifier, separated by a comma. Senstar alarm sources are identified by a three-part field combining the alarm type, device number and point number separated by a colon, as shown in the following event configuration sample:

```
  User-defined event number for Control Center
  |   S=Sensor/D=Diagnostic/T=Tamper
  |   | Device number (0-64)
  |   | |   Point (0-256)
  |   | |   |   Alarm description
  |   | |   |   |
 101, S:01:001, Device 1 Point 1 Alarm
 111, S:01:011, Device 1 Zone 1 Alarm
```

Senstar alarm sources are categorised by the following alarm types:

- Sensor alarms (such as an intruder approaching an Omnitrax sensor).
  Sensor alarm sources must start with the letter 'S'.
- Diagnostic alarms (such as a power supply fault).
  Diagnostic alarm sources must start with the letter 'D'.
- Tamper alarms.
  Tamper alarm sources must start with the letter 'T'.

Senstar devices, for example, Omnitrax controllers or I/O boxes, can be numbered from 0-64. This must always be a two-digit field, so devices 0-9 must be prefixed with a 0.

Senstar points, for example, Omnitrax zones or Input points, may be numbered from 0-256. This must always be a three-digit field, so devices 0-99 must be prefixed with one or more zeros.

General rules

- Only one alarm mapping per line, that means each Senstar alarm source must appear only once in the file.
- Alarm source description text may be specified in a third comma-separated field for importing into Control Center using the ImportAlarmSources tool, for example:

```
200, S:01:011, Intruder approaching north perimeter
(zone 1)
```

- Lines starting with a hash/pound sign (#) are treated as comment lines and ignored by the Integration Module.
- Duplicate event numbers are allowed. This allows multiple Senstar alarms to be mapped to the same alarm source in Control Center. A separate alarm will be raised for each Senstar alarm received.

Senstar Configuration

This document does not describe how to configure the Senstar system. For more information, please refer to Senstar documentation. It is important to configure the Senstar Network Manager appropriately to communicate with the IndigoVision Integration Module.

The following Senstar parameters must be configured:

- Primary Display IP address
  The IP address should be set to the IP address of the IndigoVision Integration Module server.
- Unit ID
  The 'unit id' should be the same as that specified in the IndigoVision Integration Module system.conf file

► *See System Configuration (System.conf) on page 10*

5 TROUBLESHOOTING

If alarms are not appearing in Control Center then the following end-to-end check for a single alarm may help to determine the source of the problem.

1. Enable debug level logging.

   Set `level=debug` in the ***[Log]*** section of the system configuration file, then restart the 'IndigoVision Senstar Integration Module' service. This allows the Integration Module to log all alarms received from the Network Manager, not just those that have been mapped in the event configuration file.

2. Verify that the Integration Module is receiving alarm notifications from the Network Manager by opening the most recent Integration Module log file.

   Access the log files by opening the log folder shortcut in the Integration Module start menu group. Check for messages stating that the alarm has been received, for example:

   ```
   2008-05-15 10:13:07 [Senstar] Device 1 Point 1 sensor
   alarm state: 1
   ```

3. Verify that the Integration Module is sending events to the nominated Alarm Server (NVR)

   Open the most recent Integration Module log file and check for messages stating that the alarm has been sent, for example:

   ```
   2008-05-15 10:13:07 [system] Event number 101 sent to
   alarm server.
   ```

4. Verify that the corresponding alarm sources have been created and enabled in Control Center.

   In the Site Setup mode select the relevant Site then:

   a. Open the External Systems tab and ensure that an External System with the IP address of the PC running the Senstar Integration Module has been created.

   b. Open the Alarm Sources tab and ensure than an Alarm Source has been created from an External Input with the event number from 0 above. Also ensure that the external system is that specified in 0 above. The Alarm Source must be enabled.

   c. Ensure that the Alarm Source has been configured to use the same NVR as the Senstar Integration Module.

Right-click the Alarm Source, select Properties, and ensure the Primary NVR specified on the General tab is the same as that configured in the system.conf file for the Senstar Integration Module.